About CaixaBank

CaixaBank was founded in 1980, and is a leading Spanish retail bank. The bank operates through three segments: banking and insurance, real estate activity, and investments. With the mergers and takeovers of Banca Cívica and Banco de Valencia, and the retail banking, wealth management and corporate banking businesses of Barclays in Spain, CaixaBank has extended its share of the Spanish financial market. CaixaBank signed the Equator Principles in March 2007.

In 2021 Bankia merged with CaixaBank to create a new entity but preserving the name of the latter.

Ownership

CriteriaCaixa (100% owned by La Caixa Banking Foundation) holds 30% of CaixaBank's shares. CaixaBank's complete shareholder structure can be accessed here.

Complaints and grievances

In its 2018 Human rights policy CaixaBank mentions it has a Complaints and Claims Management policy in place, but Caixabank does not list any contact details.

Stakeholders may also raise complaints via their OECD National Contact Point (see OECD Watch guidance).

Sustainability

Voluntary standards

CaixaBank has committed itself to the following voluntary standards:

- Carbon Disclosure Project
- Collective Commitment to Climate Action (CCCA)
- Dow Jones Sustainability Indices
- Equator Principles
- Global Reporting Initiative
- Green Bond Principles
- ISO 14001
- Net-Zero Banking Alliance (NZBA)
- OECD Guidelines for Multinational Enterprises
- Principles for Responsible Banking (PRB)
- Principles for Responsible Investment (PRI)
- Task Force on Climate-related Financial Disclosures
Investment policies

CaixaBank's webpage on corporate social responsibility can be accessed here.

Related Dodgy Deals

CaixaBank has been linked to the following "Dodgy Deals", e.g. as a current or past financier or through an expression of interest. Find out more about dodgy deals here. See the project or company profile for more details on the nature of the bank's link to the Dodgy Deal.

Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Country</th>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trans Adriatic Pipeline (TAP)</td>
<td>- international -</td>
<td>Oil and Gas Extraction</td>
<td>Pipeline Transportation of Natural Gas</td>
</tr>
<tr>
<td>Coastal GasLink pipeline</td>
<td>Canada</td>
<td>Pipeline Transportation of Natural Gas</td>
<td>active</td>
</tr>
<tr>
<td>SOCAR Aegean Refinery</td>
<td>Turkey</td>
<td>Coal Electric Power Generation</td>
<td>Oil and Gas Extraction</td>
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</table>

Companies

<table>
<thead>
<tr>
<th>Company</th>
<th>Country</th>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eskom</td>
<td>South Africa</td>
<td>Coal Electric Power Generation</td>
<td>Nuclear Electric Power Generation</td>
</tr>
<tr>
<td>Glencore</td>
<td>Switzerland</td>
<td>Coal Mining</td>
<td>on record</td>
</tr>
</tbody>
</table>

Policy Assessments

The tables below show how BankTrack has assessed the quality of selected financing policies of this bank. The assessment method may vary per policy section, please click on ‘details’ and ‘explanation’ for further information.

Our policy assessments are always a work in progress. We very much welcome any feedback, especially from banks included in the assessments. Please get in touch at contact@banktrack.org.

Tracking the Equator Principles

<table>
<thead>
<tr>
<th>EPFIs reporting status</th>
<th>Bank</th>
</tr>
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<tbody>
<tr>
<td>Caixabank</td>
<td></td>
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</table>

Explanation


For more details see this page.
### Bank policy scores on tar sands

**Caixabank**

**Explanation**  
**Total: 5 points out of 18**  
3 points for a strong exclusion of tar sands projects: CaixaBank prohibits financing for any project related to bitumen extraction, as well as any project linked to the construction of oil pipelines that could potentially transport oil coming from the tar sands. This policy covers new and expanded projects.  
2 points for a weak exclusion threshold for tar sands companies: CaixaBank prohibits financing for companies "where bituminous sand exploration or production accounts for more than 10% of the group’s consolidated turnover at level of parent company." This is assessed as weak because tar sands transportation isn’t included in the percentage, which is calculated at the parent company level.  

See: [Policy scores Excel sheet](#)

**Relevant policies**

- [Environmental risk management policy](#)  
  *Feb 28 2019*

For more details see [this page](#).

### Bank policy scores on Arctic oil and gas

**Caixabank**

**Explanation**  
**Total: 2 points out of 18**  
2 points for a moderate exclusion of Arctic oil and gas projects: CaixaBank prohibits any project-related financing "involving oil and gas exploration or production in the arctic region." This policy does not cover infrastructure in the region.  

See: [Policy scores Excel sheet](#)

**Relevant policies**

- [Environmental risk management policy](#)  
  *Feb 28 2019*

For more details see [this page](#).

### Bank policy scores on fracked oil and gas

**Caixabank**

**Explanation**  
**Total: 1 point out of 18**  
1 point for a weak exclusion of fracked oil and gas projects: CaixaBank prohibits financing for projects that involve extraction through fracking, but the policy does not cover fracking-related infrastructure.  

See: [Policy scores Excel sheet](#)

**Relevant policies**
Environmental risk management policy
Feb 28 2019

For more details see this page.